

DCMDI Customer Service Standards



Objective and Methodology

- Improve District Effectiveness and Efficiency in Support of Customers
- DCMDI Chartered Process Action Team (PAT)
- PAT Direction
 - Isolate Processes
 - Review, Analyze and Improve Processes
 - Establish Quantitative/Qualitative Measures



DCMDI / CAO Joint Processes

- SF 52 Receipt and Internal Processing
- Business Case Receipt, Review, Analysis and Processing
- Data Calls - Source, Count



SF 52 & Business Case Processes

- Standards Established for Staff processing time:
 - 48 hours for SF 52s
 - 5 workdays for Business Case Fact Sheets
 - 3 workdays (internal) for formal Business Cases
- Let's see how we did...



SF 52 & Business Case Processes

- How'd we do?
 - Average Cycle time August 99 through October 99 was 1.2 Days (123 total actions)
 - Average Cycle time November 99 through May 00 was 1.6 Days (420 total actions)
 - Up 341% in Total Actions which equals to the .4 Day increase in average cycle time



SF 52 & Business Case Processes

- How'd we do?
 - Let's look deeper....Cycle time by location

	<u>Aug – Oct 99</u>		<u>Nov 99 – May 00</u>	
GA	25 actions	2.0 days	96 actions	2.8 days
GC	21 actions	1.6 days	74 actions	1.2 days
GG	25 actions	1.5 days	81 actions	0.95 days
GJ	16 actions	2.4 days	71 actions	1.7 days
GU	22 actions	1.1 days	76 actions	1.4 days
HQ	14 actions	0.14 days	22 actions	0.68 days



SF 52 & Business Case Processes

- How'd we do?
 - Let's look deeper....Number of individual actions exceeding standard

<u>Aug – Oct 99</u>			<u>% Over</u>	<u>Nov 99 – May 00</u>	
GA	4 actions	3-7 days (1 at 29 days)	(38%)	37 actions	3-9 days (1 at 21 and 28 days)
GC	6 actions	4-6 days	(26%)	19 actions	3-6 days
GG	6 actions	3-6 days	(6%)	5 actions	3-10 days
GJ	7 actions	4-5 days	(25%)	18 actions	3-7 days
GU	2 actions	4 days	(24%)	18 actions	3-5 days
HQ	0 actions	3 days	(9%)	2 actions	3 days



SF 52 & Business Case Processes

- How'd we do?
 - Let's look deeper
 - GA: 2 actions that far exceed the norm
 - 28 days: O/S Extension – Thompson, Janet
 - » 52 submitted
 - » Overseas Tour Extension >5 Yrs was needed
 - 21 days: Reassignment - Sivels



SF 52 & Business Case Processes

- How'd we do?
 - Data Base established in February 00
 - Twenty actions since February 00
 - 8 closed
 - 2 for FY00 [closed within BC Process Standards]
 - 6 for FY01
 - 2 formal cases pending BPT/RUC approval
 - 10 informal cases
 - For FY01
 - Pending approval



SF 52 & Business Case Processes

- OFIs
 - Analysis Non-Compliant Cases
 - Regular Monthly Reviews
 - Training
 - Process
 - Database



Data Calls

- Develop Control Point
 - Cross-Directorate, Multi-Functional Environment
 - Ensure full use of automated systems & cross-directorate intel
 - Director awareness
- Measures (Quantitative)
 - Source
 - Count
 - Reduce count in next FY
 - Accurate Recurring Reports List
 - Opportunity to discuss use and options with source



Data Calls

- Timeframe – May 99 through May 00
 - 12 Data Calls
 - 9 sent to All CMOs
 - 3 were theater specific
 - Sent to Pacific, only: F-16 Program with Korean Air
 - Not sent to Middle East and Pacific: NATO A/C 250, Subgroup B
 - Not to Americas: to support a requested deviation from MOCAS reporting requirements contained in the One Book Deficiency Reports Chapter



Data Calls

- Type of Data
 - Specific
 - 2 requests
 - MMR PAT needed information
 - Add'l info needed after Commander's Conference
 - Regulatory/Recurring
 - 10 requests
 - Monthly, Periodic, Annual
 - Per DCMA/DCMDI/One Book Policies



Data Calls

- OFIs
 - Add to Recurring Reports List
 - Add to Corporate Business/Public Folder



Data Calls

Do we still need this?



Next Up?

- Add Training Service Standards
 - the number of training requests & certs processed each month and the number of days it took to get them processed.
 - establish a baseline for avg # of days to process a request and then set a customer service goal that is based on improving that avg over time.

